

Transport

There have been significant improvements to the accessibility of London's transport system yet it remains a top priority for many disabled people. The Mayor's Transport Strategy (MTS), launched on 10th May 2010 sets out the vision for transport in the Capital over the next 20 years. More than 5,500 public and 151 stakeholder responses, including the views of disabled people, were received which helped to inform the development of the final Mayor's Transport Strategy.

Since 2007, TfL has been supported by an Independent Disability Advisory Group to help ensure good progress to deliver disability equality. In 2009, TfL held a Citizens Jury, to explore in some detail, the disability equality considerations within its plans and policies. Deliberations by the Jury identified a wide range of recommendations in relation to potential improvements, including the following services:

- ensuring accessible travel options from planning a trip, information available while making the journey, affordability and transport availability, and changing between different modes of transport
- the physical environment, including issues such as step-free programmes on the London Underground, design of streets and pedestrian crossings and plans for shared space schemes
- perceptions and expectations of public transport providers, including issues such as training for staff, and ensuring disability equality in workforce recruitment and development of staff
- safety, security and addressing anti-social behaviour
- accessibility for disabled people to London 2012 Olympic and Paralympic Games as spectators and volunteers

TfL also involves people with a range of impairments (experience of communication barriers, physical access needs, learning difficulties) to gather evidence on the accessibility of transport through research, surveys and analysis of findings.

What we have done

A number of improvements to the accessibility of London's transport system have been implemented, including:

- the iBus audiovisual system (giving next stop information) was completed in 2009
- all of London's buses have step-free access, with the exception of the two heritage routes.
- 45 per cent of London's bus stops are fully accessible.
- new accessibility guides to London were launched in 2009
- 22 per cent of underground stations, 31 per cent of London over-ground stations and 31 per cent of National Rail stations are step-free.
- eligibility for the Dial-a-Ride scheme has been widened. The London Assembly published a review of the scheme in 2009 and further examination will take place in 2010.
- in January 2009, the Freedom Pass was extended to 24 hours a day for disabled users and those over 60
- a 'whole journey approach' model to ensure that the specific requirements of disabled people's needs are considered throughout travel planning and undertaking of travel, including changing between different modes of transport.

- the Legible London pilot, is helping to create maps which illustrate stairways and steps, pavement widths and pedestrian crossings to assist people with visual and mobility impairments.
- TfL, in partnership with blind and partially sighted people, is undertaking further research on tactile surfaces to improve the quality of street design for all users.
- Enhanced policing on the transport system - there are now over 2,900 Police and Police Community Support Officers patrolling the transport system. The Community Safety Plan for Transport and Travelling in London sets out the key priorities and activities to improve safety and security on the transport system.

What we plan to do.

The Mayor is committed to making London's transport fully accessible to everyone. The Mayor will work with TfL and other partners to ensure:

- all new developments are based on inclusive design principles, so that everyone can use transport services independently
- public transport is more accessible, by
 - making 75 per cent of bus stops fully accessible by 2017
 - the iBus system will be complemented by 2000 new countdown signs, to be in place by 2013.
 - installing 60 more wide-aisle gates at tube stations,
 - making 28 per cent of tube station step-free by 2018
- the transport system remains a safe and low crime environment and people can travel without the fear of crime or anti-social behaviour
- concessionary fares for children, older people and people on income support
- dedicated wheelchair spaces and improved customer information facilities in all new trains in line with the Rail Vehicle Accessibility Regulations,
- TfL's Independent Disability Advisory Group, will continue to influence policy and strategy development